

Enterprise Incident Report January 2013

As of 2/1/2013

AGRC

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
AGRC	Application Services	Danielle Hood	0 0	2 0	0 0	2 0
		Martin Gonzalez	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	3 1	0 0	3 1
	Capitol Desktop Support	Brian Bintz	0 0	5 1	0 0	5 1
		Scott Wunderlich	1 0	0 0	0 0	1 0
		Tom Hanson	0 0	5 5	0 0	5 5
		Assigned to Individual Total	1 0	10 6	0 0	11 6
	Capitol Hosting	Danny Black	0 0	2 0	0 0	2 0
		Jake Vandenberghe	1 0	0 0	1 0	2 0
		Joe Benson	0 0	2 0	0 0	2 0
		Mike Tyrrell	0 0	1 0	0 0	1 0

Enterprise Incident Report January 2013

As of 2/1/2013

AGRC

			High	Low	Medium	FCR Total
AGRC	Capitol Hosting	Mycah Mattox	0 0	2 0	0 0	2 0
		Assigned to Individual Total	1 0	7 0	1 0	9 0
	Database Services	I-Ching Lin	1 0	0 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	0 0	1 0
	Help Desk	Julie VanBeekum	0 0	1 1	0 0	1 1
		Vicky Marrelli	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	2 2	0 0	2 2
	Internal Application Development and Support	John Bracken	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro D Desktop Support	Koung Heng	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Network Operations	Dave Bodily	0 0	1 0	0 0	1 0
		Jared Elzinga	0 0	1 0	0 0	1 0
		Kelli Okumura	1 0	0 0	0 0	1 0

Enterprise Incident Report January 2013

As of 2/1/2013

AGRC

			High	Low	Medium	FCR Total
AGRC	Network Operations	Assigned to Individual Total	1 0	2 0	0 0	3 0
		James Gifford	0 0	1 0	0 0	1 0
	Voice Operations	Assigned to Individual Total	0 0	1 0	0 0	1 0
		Assigned Group Total	4 0	27 10	1 0	32 10
	Customer Company Total		4 0	27 10	1 0	32 10

Enterprise Incident Report January 2013

As of 2/1/2013

AGRC

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
			High	Low	Medium	MIR Total
AGRC	Application Services	Danielle Hood	0 0	2 2	0 0	2 2
		Martin Gonzalez	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	3 3	0 0	3 3
	Capitol Desktop Support	Brian Bintz	0 0	5 0	0 0	5 0
		Scott Wunderlich	1 0	0 0	0 0	1 0
		Tom Hanson	0 0	5 0	0 0	5 0
		Assigned to Individual Total	1 0	10 0	0 0	11 0
	Capitol Hosting	Danny Black	0 0	2 0	0 0	2 0
		Jake Vandenberghe	1 0	0 0	1 1	2 1
		Joe Benson	0 0	2 1	0 0	2 1
		Mike Tyrrell	0 0	1 0	0 0	1 0

Enterprise Incident Report January 2013

As of 2/1/2013

AGRC

			High	Low	Medium	MIR Total
AGRC	Capitol Hosting	Mycah Mattox	0	2	0	2
			0	2	0	2
		Assigned to Individual Total	1	7	1	9
			0	3	1	4
	Database Services	I-Ching Lin	1	0	0	1
			0	0	0	0
		Assigned to Individual Total	1	0	0	1
			0	0	0	0
	Help Desk	Julie VanBeekum	0	1	0	1
			0	0	0	0
		Vicky Marrelli	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	2	0	2
			0	0	0	0
	Internal Application Development and Support	John Bracken	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Metro D Desktop Support	Koung Heng	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Network Operations	Dave Bodily	0	1	0	1
			0	0	0	0
		Jared Elzinga	0	1	0	1
			0	1	0	1
		Kelli Okumura	1	0	0	1
			0	0	0	0

Enterprise Incident Report January 2013

As of 2/1/2013

AGRC

			High	Low	Medium	MIR Total
AGRC	Network Operations	Assigned to Individual Total	10	21	00	31
	Voice Operations	James Gifford	00	10	00	10
		Assigned to Individual Total	00	10	00	10
	Assigned Group Total			40	277	11
Customer Company Total			40	277	11	328

Enterprise Incident Report January 2013

As of 2/1/2013

AGRC

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
AGRC	Application Services	Danielle Hood	0 0.00	2 2.67	0 0.00	2 2.67
		Martin Gonzalez	0 0.00	1 5.16	0 0.00	1 5.16
		Assigned to Individual Total	0 0.00	3 3.50	0 0.00	3 3.50
	Capitol Desktop Support	Brian Bintz	0 0.00	5 0.35	0 0.00	5 0.35
		Scott Wunderlich	1 0.07	0 0.00	0 0.00	1 0.07
		Tom Hanson	0 0.00	5 0.12	0 0.00	5 0.12
		Assigned to Individual Total	1 0.07	10 0.24	0 0.00	11 0.22
	Capitol Hosting	Danny Black	0 0.00	2 0.12	0 0.00	2 0.12
		Jake Vandenberghe	1 0.05	0 0.00	1 1.23	2 0.64
		Joe Benson	0 0.00	2 2.23	0 0.00	2 2.23

Enterprise Incident Report January 2013

As of 2/1/2013

AGRC

			High	Low	Medium	ATTIR Total
AGRC	Capitol Hosting	Mike Tyrrell	0 0.00	1 0.33	0 0.00	1 0.33
		Mycah Mattox	0 0.00	2 2.71	0 0.00	2 2.71
		Assigned to Individual Total	1 0.05	7 1.49	1 1.23	9 1.30
	Database Services	I-Ching Lin	1 0.32	0 0.00	0 0.00	1 0.32
		Assigned to Individual Total	1 0.32	0 0.00	0 0.00	1 0.32
	Help Desk	Julie VanBeekum	0 0.00	1 0.00	0 0.00	1 0.00
		Vicky Marrelli	0 0.00	1 0.23	0 0.00	1 0.23
		Assigned to Individual Total	0 0.00	2 0.11	0 0.00	2 0.11
	Internal Application Development and Support	John Bracken	0 0.00	1 0.47	0 0.00	1 0.47
		Assigned to Individual Total	0 0.00	1 0.47	0 0.00	1 0.47
	Metro D Desktop Support	Koung Heng	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Network Operations	Dave Bodily	0 0.00	1 0.16	0 0.00	1 0.16
		Jared Elzinga	0 0.00	1 4.95	0 0.00	1 4.95

Enterprise Incident Report January 2013

As of 2/1/2013

AGRC

			High	Low	Medium	ATTIR Total
AGRC	Network Operations	Kelli Okumura	1 0.33	0 0.00	0 0.00	1 0.33
		Assigned to Individual Total	1 0.33	2 2.56	0 0.00	3 1.81
	Voice Operations	James Gifford	0 0.00	1 0.82	0 0.00	1 0.82
		Assigned to Individual Total	0 0.00	1 0.82	0 0.00	1 0.82
	Assigned Group Total		4 0.19	27 1.11	1 1.23	32 1.00
Customer Company Total			4 0.19	27 1.11	1 1.23	32 1.00

Enterprise Incident Report January 2013

As of 2/1/2013

AGRC

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
AGRC	Application Services	Danielle Hood	0 0	2 0	0 0	2 0
		Martin Gonzalez	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Capitol Desktop Support	Brian Bintz	0 0	5 1	0 0	5 1
		Scott Wunderlich	1 0	0 0	0 0	1 0
		Tom Hanson	0 0	5 0	0 0	5 0
		Assigned to Individual Total	1 0	10 1	0 0	11 1
	Capitol Hosting	Danny Black	0 0	2 0	0 0	2 0
		Jake Vandenberghe	1 0	0 0	1 0	2 0
		Joe Benson	0 0	2 0	0 0	2 0
		Mike Tyrrell	0 0	1 0	0 0	1 0

Enterprise Incident Report January 2013

As of 2/1/2013

AGRC

			High	Low	Medium	MR Total
AGRC	Capitol Hosting	Mycah Mattox	0 0	2 0	0 0	2 0
		Assigned to Individual Total	1 0	7 0	1 0	9 0
	Database Services	I-Ching Lin	1 0	0 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	0 0	1 0
	Help Desk	Julie VanBeekum	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Internal Application Development and Support	John Bracken	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro D Desktop Support	Koung Heng	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Network Operations	Dave Bodily	0 0	1 1	0 0	1 1
		Jared Elzinga	0 0	1 1	0 0	1 1
		Kelli Okumura	1 0	0 0	0 0	1 0

Enterprise Incident Report January 2013

As of 2/1/2013

AGRC

			High	Low	Medium	MR Total
AGRC	Network Operations	Assigned to Individual Total	1 0	2 2	0 0	3 2
	Voice Operations	James Gifford	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Assigned Group Total		4 0	27 3	1 0	32 3
Customer Company Total			4 0	27 3	1 0	32 3

Enterprise Incident Report January 2013

As of 2/1/2013

AGRC

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
AGRC	Application Services	Danielle Hood	0 0.00	2 2.84	0 0.00	2 2.84
		Martin Gonzalez	0 0.00	1 5.17	0 0.00	1 5.17
		Assigned to Individual Total	0 0.00	3 3.62	0 0.00	3 3.62
	Capitol Desktop Support	Brian Bintz	0 0.00	5 2.24	0 0.00	5 2.24
		Scott Wunderlich	1 0.47	0 0.00	0 0.00	1 0.47
		Tom Hanson	0 0.00	5 1.41	0 0.00	5 1.41
		Assigned to Individual Total	1 0.47	10 1.82	0 0.00	11 1.70
	Capitol Hosting	Danny Black	0 0.00	2 0.91	0 0.00	2 0.91
		Jake Vandenberghe	1 0.16	0 0.00	1 1.30	2 0.73
		Joe Benson	0 0.00	2 2.44	0 0.00	2 2.44

Enterprise Incident Report January 2013

As of 2/1/2013

AGRC

			High	Low	Medium	ATTR Total
AGRC	Capitol Hosting	Mike Tyrrell	0 0.00	1 1.74	0 0.00	1 1.74
		Mycah Mattox	0 0.00	2 3.16	0 0.00	2 3.16
		Assigned to Individual Total	1 0.16	7 2.11	1 1.30	9 1.80
	Database Services	I-Ching Lin	1 1.14	0 0.00	0 0.00	1 1.14
		Assigned to Individual Total	1 1.14	0 0.00	0 0.00	1 1.14
	Help Desk	Julie VanBeekum	0 0.00	1 0.00	0 0.00	1 0.00
		Vicky Marrelli	0 0.00	1 3.59	0 0.00	1 3.59
		Assigned to Individual Total	0 0.00	2 1.79	0 0.00	2 1.79
	Internal Application Development and Support	John Bracken	0 0.00	1 0.52	0 0.00	1 0.52
		Assigned to Individual Total	0 0.00	1 0.52	0 0.00	1 0.52
	Metro D Desktop Support	Koung Heng	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Network Operations	Dave Bodily	0 0.00	1 9.46	0 0.00	1 9.46
		Jared Elzinga	0 0.00	1 7.01	0 0.00	1 7.01

Enterprise Incident Report January 2013

As of 2/1/2013

AGRC

			High	Low	Medium	ATTR Total
AGRC	Network Operations	Kelli Okumura	1 0.97	0 0.00	0 0.00	1 0.97
		Assigned to Individual Total	1 0.97	2 8.23	0 0.00	3 5.81
	Voice Operations	James Gifford	0 0.00	1 0.92	0 0.00	1 0.92
		Assigned to Individual Total	0 0.00	1 0.92	0 0.00	1 0.92
	Assigned Group Total		4 0.68	27 2.42	1 1.30	32 2.17
Customer Company Total			4 0.68	27 2.42	1 1.30	32 2.17

Enterprise Incident Report January 2013

As of 2/1/2013

AGRC

Detail

INC000000622488	Matt Peters	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.12
	Capitol Desktop Support	Brian Bintz	AGRC	Low	Closed	TTR Missed: No	2.85
INC000000626436	Matt Peters	Application	Reporting	Postini		TIR Missed: Yes	5.16
	Application Services	Martin Gonzalez	AGRC	Low	Closed	TTR Missed: No	5.17
INC000000630169	Scott T Davis	None	None	None		TIR Missed: Yes	3.96
	Application Services	Danielle Hood	AGRC	Low	Closed	TTR Missed: No	4.11
INC000000631019	Bert Granberg	Application	Error	None		TIR Missed: No	0.07
	Capitol Desktop Support	Scott Wunderlich	AGRC	High	Closed	TTR Missed: No	0.47
INC000000631435	Daniel Smith	Application	Password	Utah Master Directory		TIR Missed: No	0.23
	Help Desk	Vicky Marrelli	AGRC	Low	Closed	TTR Missed: No	3.59
INC000000631474	K Kelly Green	Application	None	Cisco AnyConnect VPN Client		TIR Missed: No	0.21
	Capitol Desktop Support	Tom Hanson	AGRC	Low	Closed	TTR Missed: No	3.03
INC000000631614	Jessica Pechmann	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	AGRC	Low	Closed	TTR Missed: No	1.04
INC000000632022	Mike Heagin	Network	None	None		TIR Missed: No	0.27
	Capitol Desktop Support	Tom Hanson	AGRC	Low	Closed	TTR Missed: No	2.16
INC000000633099	Matt Peters	Application	None	None		TIR Missed: Yes	4.95
	Network Operations	Jared Elzinga	AGRC	Low	Closed	TTR Missed: Yes	7.01
INC000000633280	Rick Kelson	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	AGRC	Low	Closed	TTR Missed: No	0.03
INC000000633603	Michael Foulger	Application	Error	None		TIR Missed: No	0.32
	Database Services	I-Ching Lin	AGRC	High	Closed	TTR Missed: No	1.14
INC000000634222	Zachary Beck	Network	Error	None		TIR Missed: No	0.16
	Network Operations	Dave Bodily	AGRC	Low	Closed	TTR Missed: Yes	9.46
INC000000634355	Zachary Beck	Network	None	Active Directory		TIR Missed: No	0.14
	Capitol Hosting	Joe Benson	AGRC	Low	Closed	TTR Missed: No	0.57
INC000000634751	Scott T Davis	PC/Laptop	Error	None		TIR Missed: No	0.13
	Capitol Desktop Support	Tom Hanson	AGRC	Low	Closed	TTR Missed: No	0.79
INC000000634836	Scott T Davis	Server	Error	None		TIR Missed: No	0.33
	Network Operations	Kelli Okumura	AGRC	High	Closed	TTR Missed: No	0.97
INC000000635315	Michael Foulger	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Koung Heng	AGRC	Low	Closed	TTR Missed: No	0.00

Enterprise Incident Report January 2013

As of 2/1/2013

AGRC

INC000000635941	Matt Peters	Application	Reporting	Gmail		TIR Missed: Yes	1.38
	Application Services	Danielle Hood	AGRC	Low	Closed	TTR Missed: No	1.58
INC000000636329	K Kelly Green	Application	Error	None		TIR Missed: No	0.96
	Capitol Desktop Support	Brian Bintz	AGRC	Low	Closed	TTR Missed: No	0.97
INC000000637097	Matt Peters	Server	None	None		TIR Missed: No	0.17
	Capitol Hosting	Danny Black	AGRC	Low	Closed	TTR Missed: No	0.66
INC000000637138	Matt Peters	Server	Hardware	None		TIR Missed: No	0.07
	Capitol Hosting	Danny Black	AGRC	Low	Closed	TTR Missed: No	1.16
INC000000637935	Bert Granberg	None	None	None		TIR Missed: No	0.60
	Capitol Desktop Support	Brian Bintz	AGRC	Low	Resolved	TTR Missed: No	1.25
INC000000638003	Bert Granberg	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Brian Bintz	AGRC	Low	Closed	TTR Missed: No	0.08
INC000000638061	Zachary Beck	Network	Incident	None		TIR Missed: Yes	2.04
	Capitol Hosting	Mycah Mattox	AGRC	Low	Closed	TTR Missed: No	2.04
INC000000638366	K Kelly Green	Network	None	None		TIR Missed: Yes	3.37
	Capitol Hosting	Mycah Mattox	AGRC	Low	Closed	TTR Missed: No	4.27
INC000000638452	Rick Kelson	Application	None	Avaya IP Softphone		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	AGRC	Low	Closed	TTR Missed: No	0.00
INC000000639522	Hussein Yazdani	Network	None	None		TIR Missed: No	0.09
	Capitol Desktop Support	Brian Bintz	AGRC	Low	Resolved	TTR Missed: Yes	6.02
INC000000640364	K Kelly Green	Network	Incident	None		TIR Missed: Yes	4.31
	Capitol Hosting	Joe Benson	AGRC	Low	Resolved	TTR Missed: No	4.31
INC000000641133	Bert Granberg	Telecom	None	None		TIR Missed: No	0.82
	Voice Operations	James Gifford	AGRC	Low	Resolved	TTR Missed: No	0.92
INC000000641687	Scott T Davis	Application	Error	None		TIR Missed: Yes	1.23
	Capitol Hosting	Jake Vandenberghe	AGRC	Medium	Resolved	TTR Missed: No	1.30
INC000000642341	Scott T Davis	Server	Error	None		TIR Missed: No	0.33
	Capitol Hosting	Mike Tyrrell	AGRC	Low	Resolved	TTR Missed: No	1.74
INC000000643288	Reza Sarijlou	Application	Password	Changepoint		TIR Missed: No	0.47
	Internal Application Development at	John Bracken	AGRC	Low	Resolved	TTR Missed: No	0.52
INC000000644995	Michael Foulger	Server	None	None		TIR Missed: No	0.05
	Capitol Hosting	Jake Vandenberghe	AGRC	High	Resolved	TTR Missed: No	0.16